

Wrecker and Scrap Processor Destroyed Vehicle Monthly Reporting System Manual

August 2003



*The Department of Licensing has a policy of providing equal access to its services.
If you need special accommodation, please call (360) 902-3600 or TTY (360) 664-8885.*

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Destroyed Vehicle ON-LINE

The Destroyed Vehicle Report application will provide Wreckers and Scrap Processors the capability of filing their wrecker or scrap processor monthly report to the department online.

This system is only designed for vehicle reports. Vessel transactions are still processed using the current written method.

All transactions processed using the Internet, will automatically update the vehicle record with the indication that the vehicle was reported as destroyed by a Wrecker or Scrap Processor, apply the rebuilt flag when applicable as well as store the report electronically.

What does this system provide?

1. The ability to submit a wrecker or scrap processor report electronically.
2. The capability to reprint a wrecker or scrap processor report for a specific month.
3. On-line update to the vehicle database record with an indicator that the vehicle was reported destroyed by a Wrecker or Scrap Processor and adds the rebuilt flag when applicable.
4. A Customer survey will be available from the start page of the application in order to gather your comments regarding the Internet process.
5. Secured access to the application.

NOTE: This service is available to report vehicles that are acquired by a licensed vehicle wrecker or scrap processor. The system currently is not designed to record vessel information. All vessels acquired by your business must be submitted in written form.

Service Availability

This service is available 24 hours a day, 7 days a week with the following exceptions:

- From 10:00 PM on Sundays to 2:00 AM on Monday.
- From 2:00 AM to 4:00 AM on Thursday.
- It is possible that the system will be down during other times due to unforeseen technical difficulties.

Accessing The Application On The Internet

Sign onto your Internet provider and type the following URL address into your Internet browser.

<https://fortress.wa.gov/dol/dvr/>

Once you have received the start page, you will enter your user operator number and password, then click on the SUBMIT button.

At this point you will choose to submit a destroyed vehicle report, view the daily status, print your monthly report or change your password.

System Requirements

- 1) When you click the Submit button on the account/password login page, the web interface will determine if the client's browser has JavaScript enabled. If JavaScript is disabled, the following error message will be displayed (along with a CANCEL button):

Your browser is currently configured not to allow web pages that use Java Scripting to run on your PC. Our application uses Java Scripts for data validation and editing, so if you wish to use it, you must reconfigure your browser in order for it to work. In Netscape, find and check the option to Enable JavaScript. In Internet Explorer, find and check the Enable Active Scripting option.

- 2) When you open the Destroyed Vehicle system, home/menu page, the web interface will determine if the browser is valid. If the browser is not one that we support, the following error message will be displayed (along with a CANCEL button)

Our program has detected that you are currently using a browser other than one that we support. The browsers that we support are:

- Netscape Version 4.06 or later
- Internet Explorer 4.01 or later
- Internet Explorer 4.51 or later (Apple Macintosh version)

If you visit the Netscape or Microsoft web sites, you can obtain a free upgrade.

- 3) When you open the Destroyed Vehicle system, home/menu page (with a browser that we support), the web interface will determine if your browser supports Secure Socket Layer (SSL) Protocol. If not, the following error message will be displayed (along with a CANCEL button)

Your browser is currently configured **not** to support Secure Socket Layer (SSL) Protocol. Since the online Abandoned Vehicle program uses SSL for encryption, you must first enable this feature in your browser in order to use our program. To do that in Netscape, find and check the security option to Enable SSL.

The Home Page

1. **DOL Home** – takes you to the DOL home page.
2. **What you will need** – describes what information will be required to access the system and to submit a report for a destroyed vehicle.

To access the Destroyed Vehicle Online system:

You need to be an authorized user in order to access this system. If you are an Insurance Company, Agent or Representative, you can begin the authorization process by selecting the Account Set-Up button located on the Main Page. If you are a Wrecker or Scraper and wish to become an authorized user, please e-mail your request to Department of Licensing [Destroyed Vehicle Unit](#).

3. **Service availability** – describes that the system is available 24x7.

This service is available 24 hours a day, 7 days a week with the following exceptions:

- From 10:00 PM on Sundays to 2:00 AM on Monday.
- From 2:00 AM to 4:00 AM on Thursday.

It is possible that the system will be down during other times due to unforeseen technical difficulties.

4. **Frequently asked questions** – provides answers to the most frequently asked questions

5. **Privacy policy** – describes DOL's privacy policy

- The Department of Licensing does not sell or share personally identifiable information to advertisers or direct marketers.
- When you visit a Department of Licensing web site, we do not collect or retain any personally identifiable information about you unless it is necessary in order for us to complete your transaction.

6. **ADA Statement** – affirms DOL's commitment to compliance with the American's with Disabilities act.

The Department of Licensing has a policy of providing equal access to its services. If you need special accommodation, please call (360) 902-3600 or TTY (360) 664-8885.

Password Access and Security

This system allows you to report vehicles as destroyed. You have the right to access this information to complete your daily business. However, because this information is restricted to authorized users, you are responsible for the usage of the system under your user identification number. In other words, this system is to be used only for processing vehicles acquired by your Licensed Vehicle Wrecker business.

The password you will utilize to begin processing information through this system is obtained from Department of Licensing Destroyed Vehicle Desk at (360) 902-3673 or e-mail your request to dolvsswat@dol.wa.gov. Additional passwords will be assigned as you determine staff that needs access to the system.

If you attempt to log in to the system and your account number or password is invalid, the "Unsuccessful login" screen will be displayed. The same message will be displayed if the account has been terminated or temporarily deactivated due to too many unsuccessful login attempts in a given time frame.

IMPORTANT - The password should only be provided to the individual who will be processing monthly reports via the Internet.

Passwords – Expired, Changing OR Forgotten

If you have forgotten your password, your password has expired you can contact the Department of Licensing at (360) 902-3673 or e-mail your request to dolvsswat@dol.wa.gov

IMPORTANT -

If the individual that uses the Destroyed Vehicle application on behalf of your company leaves your company, you will need to have the operator number and password deleted immediately. This will restrict further use of the account under the previous operator number. As stated before, you are responsible for the access to process transactions and for the security of your account.

Changing Password -

The Change Password Option, located on the main menu, is for the administration of your password. If your password is about to expire, the WEB application will notify you that your password is about to expire and will prompt you to change your password. You will click on the Change Password option to change your password. If you do not change your password within 5 days after the expiration of password, your operator access to the Destroyed Vehicle Reporting Application will not be allowed.

Password Expiration Messages

1. The expiration date of the password expires in the next 5 days. Error message -Your password will expire in 4 days {in bold red text}
2. The expiration date expired in the last 5 days (including the day it expires). Error message -Your password needs to be changed on or before mm/dd/yyyy {in bold red text}
3. The expiration date expired over 5 days ago. Error message - Access to the AVR Online system is denied until the password is changed {in bold red text}

Password FAQ's

Q - I work in a large organization, will there be multiple passwords assigned to our staff or only one?

A – There will be multiple operator numbers and passwords assigned if you have more than one person processing the destroyed vehicle reports. The assignment of operator number and password should only be given to the individual(s) who will be accessing the Destroyed Vehicle Report application on behalf of your organization. Additional passwords will be assigned as you determine staff that needs access to this system.

Q - If there is initially only one password, is it okay to share it with all of our staff?

A - To ensure security we recommend limiting access to the Internet Destroyed Vehicle system to one or two employees. You are responsible for the access to process transactions and the security of your account.

Q - What happens if someone leaves the organization and they know an operator number and password?

A - Immediately contact the Department of Licensing at, (360) 902-3673 to have the operator number and password deleted. This will restrict further use of the account under the previous password. As stated before, you are responsible for the access to process transactions and the security of your account.

Common Button Functionality

Several of the screens utilize the same buttons. The buttons are described below.

Back – returns you to the previous screen in the reporting process

Cancel – cancels the transaction, returning you to the Start/Menu Page.

Continue – takes you to the next screen in the reporting process.

Help – provides help information related to the information required or presented in each screen.

Submit ALL – transmits ALL vehicles entered for reporting as destroyed, from your computer over the Internet to the DOL web server.

Error Messages - Trouble Shooting System Error Messages -

1. If at any time the program finds that your processing of pages is out-of-sequence or a page is missing, the “Out of Sequence” page will be displayed. This page will include a START OVER button along with the following text:

It appears that you may have attempted to go directly to one of this program's interior pages without first having properly started on the Application Start Page. In order for this program to work correctly, it is necessary that you complete all the steps in the process and do them in a certain order.

If you click the Start Over button below, you will be sent to the Application Start Page.

2. If at any time an error occurs accessing the database, displaying a web page, or processing a report, the “Not Available” page will be displayed. Depending on the type of error encountered, an email will be sent to DOL’s application support indicating the specific error that was encountered. Our application support will investigate the issue without you having to notify the department.

The “Not Available” page will contain a CANCEL button along with the following text:

The Department of Licensing computer that is needed to complete this transaction is not available at this time. This could be due to scheduled maintenance or an unexpected computer problem.

Please retry your online transaction later today or tomorrow.

3. If during the submit process an error occurs indicating that a timeout or critical system error occurred, a second version of the “Not Available” page will be displayed and an email will be sent to DOL’s Application Support. Our application support will investigate the issue without you notifying the department. The second version of the “Not Available” page will contain a CANCEL button along with the following text:

The Department of Licensing computer that is used to complete this transaction is not available at this time due to heavy system use.

Please retry your online Abandoned Vehicle transaction later today or tomorrow.

Main Menu – Home Page

Once you have completed a valid login and your system meets the requirements for processing a transaction, you will be advanced to the main menu for the Destroyed Vehicle Report application.

Main Menu Links/Button Functionality

Buttons on the left side of the screen are the same as the login screen except the Customer Survey button is included in this screen ([Appendix A](#)). Selecting the Customer Survey button will open the DOL external customer survey for the Destroyed Vehicles application.

Menu –

Submit a Destroyed Vehicle Report – clicking on this button will allow you to complete the entry of vehicle information to submit the report and add the vehicle to your monthly report.

Daily Status – clicking on this button will allow you to view the status of all transactions submitted during the current day.

Monthly Report – clicking on this button will allow you to view and/or print your monthly report for a specific selection of month and year.

Change Password – is for changing your account password

Wrecker/Scrapper Report

When you process your reports via the Internet, DOL will no longer film any documentation for a Wrecker/Scrapper Report. All data for the report will be stored electronically. You must maintain a copy of the printed monthly report and original evidence of ownership documentation in your office files.

Processing a Destroyed Vehicle Report

NOTE – Regulations regarding the reporting time period are still applicable. You will still need to report vehicles destroyed by the 10th of the next month for vehicles you have taken in to your inventory. (Example: All vehicles acquired for the month of June must be reported to the department by July 10th)

However, the design of the Internet Application will allow you to set your own data-entry procedures in regards to the daily workload.

- You can process each vehicle as you take it in to your inventory or,
- You can process a number of vehicles at one time.

The system will determine the month of reporting. If you process a report on the

- 1st through the end of month, with an acquired date of the same month as processing, it will place the vehicle on the current months report.
- 1st through the 10th of the month, with an acquired date of the previous month, it will place the vehicle report on the previous months report

Once you have established a procedure of when you will data-entry your destroyed vehicles, you will proceed with the following steps.

1. From the Main Menu (Appendix A) click the Submit a Destroyed Vehicle Report
2. Step 1 of 3 will display (Appendix B), the entry screen for reporting a destroyed vehicle report. Enter all applicable data. If you do not enter a piece of information that is required, the system will return an error indicating the requirement.
3. Once the information has been entered, you will either click on the “next vehicle” button (if you have more vehicles to report destroyed) or the “continue” button to proceed with submitting the vehicles as destroyed.
4. If you have more vehicles to report, you will continue to repeat number 2 and 3. Once all vehicle information has been entered you will select the “continue” button to proceed and Step 2 of 3 will display (Appendix C)
5. Step 2 is a confirmation page for you to confirm the data-entry of the vehicle information prior to submitting to DOL. If all information is accurate, click the “Submit All”.

Department of Licensing
DESTRUCTED VEHICLES
Step 2 of 3

Confirm vehicle information for the Destroyed Vehicle Report.

	STOCK #	YARD #	MOTOR OR VEHICLE IDENTIFICATION #	MAKE	MODEL YEAR	SUPPORTING DOCUMENTS	LICENSE PLATE	TITLE STATE	DATE	FROM WHOM	MEETS VALUE THRESHOLD
<input type="checkbox"/>	1234	YARD1	181818	DODGE	1998	CERTIFICATE OF TITLE	123ABC	WA	6/10/2003	AUCTION	YES

If you determine that you need to modify some or all of the entry for a specific vehicle, first click the box to the left and then click the “edit” button. This will return your system to the entry screen and allow you to edit the reporting of that specific vehicle.

If you determine that you need to add another vehicle, you will click on the “add” button.

NOTE – If you are reporting an out-of-state vehicle, the system will inquire by the Vehicle Identification Number (VIN). If there is no file of the vehicle record on the department’s database, the system will accept the report without a problem.

Daily Status

This option, located on the main menu (Appendix A), allows you to track the status of transactions you have submitted during the current day. When selected the daily status screen displays (Appendix E). It will list ALL vehicles reported during today. The “result”

column will indicate if the submittal has been completed or if the transaction needs to be submitted manually.

If the result column indicates “**submit manual**”, follow the procedures in this document for transactions that cannot be filed electronically – the section is titled “Submit Manually”.

Daily Destroyed Vehicle Status.						
Stock #	Yard #	Motor or Vehicle ID #	Submitted Date/Time	Status	Result	Completed Date/Time
STOCK1	YARD1	333	7/10/2003 1:43:22 PM	Processed	Submit Manual	7/10/2003 1:43:27 PM

If the result column indicates, “**completed**”, this means the transaction has been successfully submitted to the Department of Licensing database and stored electronically and will be displayed on your electronic monthly report. See the section titled Monthly Report for instructions on how to print your monthly report.

If the result column indicates, “**unprocessed**”, this means the transaction is still awaiting update to the database.

The daily status screen will update the result column automatically every 15 seconds. You do not need to remain on the daily status screen until all transactions have successfully submitted. In fact, you could actually sign off the Internet and return to the Destroyed Application at any time during the same day, to check the daily status.

NOTE – If a transaction is still in “pending” status at the end of the day, the system will continue to attempt update until the database is no longer available. If the report has still not updated the database before that it is unavailable, the system will store (or save) the transaction to be updated the next day. In this circumstance, the transaction will be on your daily status report the next day.

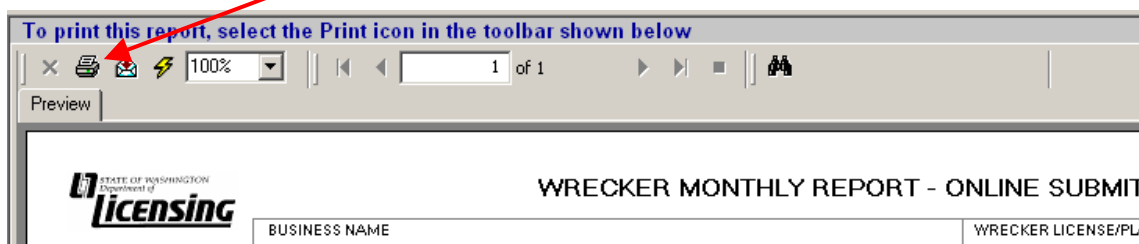
Monthly Report

Successful Submittals -

Once you have reported all of the vehicles taken into your inventory, you will need to access the system in order to print your monthly report.

1. From the Main Menu (**Appendix A**) click the button titled “Monthly Report”, the selection screen will display (**Appendix D**)
2. From the monthly report selection screen you will click on a report type, the month and year of the monthly report you wish to print. Then click on the “Display Report” button located on the right-hand side of the screen.
3. Once the report is displayed, select the print icon located mid-way down the screen. If you attempt to print using your browser icon, an error will occur.
4. Print the report and retain in your files.

Select this print icon for printing your monthly report



Submit Manually – Failed Submittals

If you are processing a monthly report and the system locates multiple vehicle records with the same VIN, you will need to submit the transaction manually to Olympia. It will indicate this on daily status report as a status of “submit manual”. Complete the following to submit a transaction manually. Another reason that requires you to submit the report manually is, if the vehicle is a Washington Licensed vehicle and the license plate and VIN number is a no-file.

REMINDER: Regulations regarding the reporting time period are still applicable. You will still need to report vehicles destroyed by the 10th of the next month for vehicles you have taken in to your inventory. This rule also applies to those vehicles that must be submitted manually

Plan ahead, establish a procedure to locate the “submit manuals” and get them sent to Olympia before the 10th of the next month. To locate the vehicles that require manual submittal, follow these instructions.

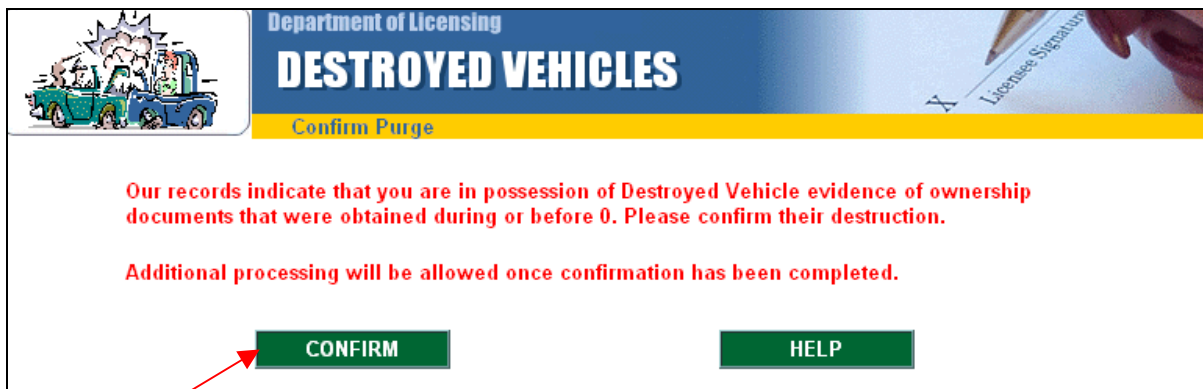
1. From the Main Menu (Appendix A) click the button titled “Monthly Report”, the selection screen will display (Appendix D)
2. From the monthly report selection screen you will click on a report type of “Failed Submittals”, the month and year of the monthly report you wish to print. Then click on the “Display Report” button located on the right-hand side of the screen.
3. Once the report is displayed, select the print icon located mid-way down the screen. If you attempt to print using your browser icon, an error will occur.
4. Print the Report.
5. This report is required to be signed and notarized in the same manner as written reports.
6. Mail a photocopy of the evidence of ownership document along with a photocopy of the “failed submittal” report.
7. Original evidence of ownership documents and a printed receipt of the electronic monthly report are to be maintained in your office files.

Once received in Olympia, staff will complete the research and determine which vehicle has been reported on the “submit manual” report and update the appropriate record. In this circumstance, you will not be receiving any documentation returned from the Department of Licensing. Retain the original notarized report and the original supporting documentation in your files.

Purge (Deleting) Electronic Records

In order for the Department to delete the electronic record of the destroyed report, you will be required to confirm that the original paperwork and supporting documentation has been destroyed.

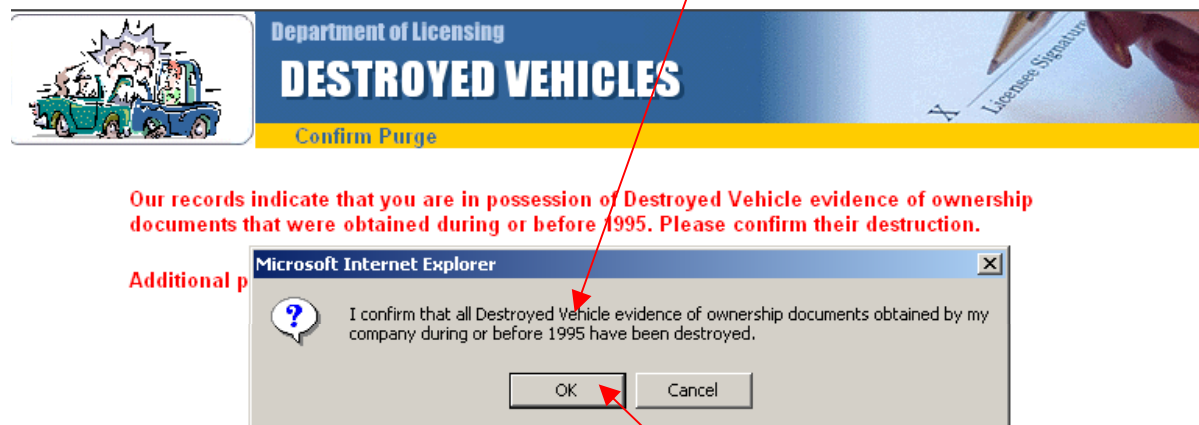
The Department of Licensing will be purging the records on a yearly basis beginning in January of each year. Immediately after entering your operator number and password the system identifies if there is any electronically stored report(s) that are ready to be purged. If so, the system will indicate that a confirmation of destruction of the original documentation has been completed.



The screenshot shows a web interface for the Department of Licensing. At the top, there is a header with a cartoon of a truck on the left, the text 'Department of Licensing' and 'DEstroyed VEHICLES' in the center, and a 'Confirm Purge' button on the right. Below the header, a red message states: 'Our records indicate that you are in possession of Destroyed Vehicle evidence of ownership documents that were obtained during or before 0. Please confirm their destruction.' Below this, another red message says: 'Additional processing will be allowed once confirmation has been completed.' At the bottom, there are two green buttons: 'CONFIRM' and 'HELP'. A red arrow points from the 'CONFIRM' button to a text box below.

Click on the confirm button.

When you click the "confirm" button, the system will display a message that will indicate what year of documentation is required to be destroyed.



This block contains two screenshots. The top screenshot is identical to the one above, showing the 'DEstroyed VEHICLES' confirmation screen. A red arrow points from the 'CONFIRM' button to the bottom screenshot. The bottom screenshot shows a 'Microsoft Internet Explorer' dialog box. The dialog box has a question mark icon and the text: 'I confirm that all Destroyed Vehicle evidence of ownership documents obtained by my company during or before 1995 have been destroyed.' Below the text are 'OK' and 'Cancel' buttons. A red arrow points from the 'OK' button to a text box below.

Once the paperwork has been destroyed, for the indicated year(s), click the "OK" button on the displayed message.

Once confirmation has been completed, the system will display the main menu “**Appendix A**” and you will be allowed to select any of the options listed.

IMPORTANT – Destruction of the paperwork must be in a manner that the original documentation cannot be utilized to obtain a fraudulent title. For example, if the purge message indicates the year of 1995, you will need to shred or burn the monthly reports for January through December 1995 and ALL the supporting documents

Keeping Your Wrecker / Scrap Processor Account Information Current

It is important to make sure your fax number and telephone number is kept current with the Department of Licensing. We will be utilizing this information to contact you if necessary. If you have a change in information, please contact the Department of Licensing Dealer & Manufacturer Service Division at (360) 902-3700.

FAQ's

Q - How long will DOL store the Report for me to print?

A - 7 years.

Q - Do I still have to mail the original documentation to Olympia, Department of Licensing?

A - No. However, you are required to keep the original evidence of ownership documentation in your file with the printed copy of the electronically stored Monthly Report.

Q - I'm an authorized user, but I'm having difficulty accessing the system, who should I contact?

A - First, verify the exact error you are receiving. If the error indicates the system is not available, please attempt to process your transaction at a later date/time. If the system is returning an error that the “page cannot be displayed”, verify the URL is correct. If the system continues to have a problem, please contact Department of Licensing at, (360) 902-3673 or e-mail your request to dolvsswat@dol.wa.gov

Q - I forgot my password, what do I do?

A - Please contact Department of Licensing at, (360) 902-3673 or e-mail your request to dolvsswat@dol.wa.gov

Q – You refer to destroyed vehicles in various parts of the instruction, can we use this


system to report vehicles we acquire that aren't destroyed and can be sold on a bill of sale?

A – Yes, all vehicles acquired through your business should be reported on the vehicle wrecker or scrap processor monthly report.


Appendix "A"



Appendix "B"



Department of Licensing
DESTROYED VEHICLES
Step 1 of 3



Enter vehicle information for the Destroyed Vehicle Report.

Stock Number	Yard Number	Motor or Vehicle Identification Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Make	License Plate	Acquired From
<input type="text"/>	<input type="text"/>	<input type="text"/>

Supporting Documents

- ☐ Certificate of Title
- ☐ Affidavit of Loss
- ☐ Release of Interest
- ☐ Abandoned Vehicle Report
- ☐ Junked Vehicle
- ☐ Insurance Bill of Sale
- ☐ Bill of Sale

Important: The data captured on this screen is retained locally within YOUR browser and not saved to Department of Licensing computers until the Submit button is pressed on the FOLLOWING screen.

Use the buttons below to enter and exit this screen. Leaving this screen by a means other than the below buttons, or closing the browser, or using your browser's Back and Next buttons may result in loss of data and necessitate the need to re-enter information.

Date Acquired/Purchased	Model Year	Title State	Market Threshold (\$6,500.00)
<input type="text"/>	<input type="text"/>	<input type="text" value="WA"/>	<input type="radio"/> Yes <input type="radio"/> No

NEXT VEHICLE


CONTINUE

DELETE

MAIN MENU

HELP

Appendix "C"



Department of Licensing
DESTROYED VEHICLES
 Step 2 of 3

Confirm vehicle information for the Destroyed Vehicle Report.

	STOCK #	YARD #	MOTOR OR VEHICLE IDENTIFICATION #	MAKE	MODEL YEAR	SUPPORTING DOCUMENTS	LICENSE PLATE	TITLE STATE	DATE	FROM WHOM	MEETS VALUE THRESHOLD
<input type="checkbox"/>	1234	YARD1	181818	DODGE	1998	CERTIFICATE OF TITLE	123ABC	WA	6/10/2003	AUCTION	YES

SUBMIT ALL


ADD

EDIT

CANCEL ALL

HELP

Appendix "D"



Department of Licensing
DESTROYED VEHICLES
 Wrecker Monthly Report

Select a Report

Successful Submittals
 Failed Submittals

Select a Month

January
 February
 March
 April
 May
 June
 July
 August
 September
 October
 November
 December


Select a Year

2003
 2002
 2001
 2000
 1999
 1998
 1997

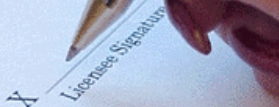
DISPLAY REPORT

CANCEL

Appendix "E"



Department of Licensing
DESTROYED VEHICLES
Step 1 of 1



Please contact the Department of Licensing if transactions remain Unprocessed 24 hours after being Submitted.
(screen automatically refreshes every 15 seconds)

Daily Destroyed Vehicle Status.

Stock #	Yard #	Motor or Vehicle ID #	Submitted Date/Time	Status	Result	Completed Date/Time
STOCK1	YARD1	333	7/10/2003 1:43:22 PM	Unprocessed	Pending	Pending

MAIN MENU

HELP

This column provides you with the detail regarding the updating of the electronically filed report.